

Message

**From:** Surren Dookhan [REDACTED]  
**Sent:** 6/12/2006 4:11:48 PM  
**To:** [REDACTED] Khan, Annie (DPH) [Annie.Khan@state.ma.us]  
**Subject:** FW: Vonage Order Confirmation

FYI,

>From: Vonage DigitalVoice Customer Care <customerservice@vonage.com>  
>To: [REDACTED]  
>Subject: Vonage Order Confirmation  
>Date: Mon, 12 Jun 2006 16:08:46 +0000 (GMT)  
>  
>Account Number: 1004346321  
>  
>Dear Surren Dookhan,  
>  
>Thank you for placing your order. Your order is being processed and we will  
>notify you by email when it is shipped.  
>  
>We value your business and look forward to providing you with excellent  
>service. Please review the important information below.  
>  
> Your new Vonage Telephone Number,  
>Voicemail Access Number and temporary PIN\*\* are:  
>  
>Phone Number                      Voicemail Access Number    PIN  
>[REDACTED]  
>  
>911 Dialing is Being Activated  
>Vonage is processing your address for 911 activation; it may take up to 48  
>hours to verify your address for this feature. If you need to dial 911  
>prior to receiving your address confirmation, your call will go to Vonage's  
>emergency center. Please review our 911 terms of service at the following  
>link: [http://www.vonage.com/features\\_terms\\_service.php](http://www.vonage.com/features_terms_service.php)  
>  
>For WiFi phone and/or SoftPhone subscribers - Because you will change  
>locations as you use your portable device, it is not compatible with E911  
>or Basic 911. However, if you dial 911 from your portable VoIP phone, your  
>call will be routed to the Vonage emergency call center. A trained agent  
>will answer your call and contact an emergency center near you to dispatch  
>help. You must provide your location and call back information to the  
>answering agent and the local personnel they contact. Please be assured  
>that using a Vonage WiFi phone does not affect 911 Dialing with your other  
>Vonage lines.  
>  
>To learn more about the differences between 911 Dialing and traditional 911  
>or E911 please click here: <http://www.vonage.com/features.php?feature=911>  
>  
>For your safety, please fill out the appropriate telephone numbers below  
>and place a copy on or near your phone.  
>  
>Fire                      \_\_\_\_\_  
>Police                    \_\_\_\_\_  
>EMS                        \_\_\_\_\_  
>  
>  
>  
>Order Details  
>Please review the details of your order.  
>  
>\*\*\*\*\*  
>Order Date: June 12, 2006  
>Order Number: [REDACTED]  
>  
>User Name: [REDACTED]  
>Address: [REDACTED]  
>

>Time Zone: Eastern Time (US & Canada)

>

>\*\*\*\*\*

>Item	Quantity	Unit	Subtotal
>*****			
>Dlink VTA Device	1	\$49.99	\$49.99
>Dlink VTA Rebate	1	(\$49.99)	(\$49.99)
>Area Code: 508 - Franklin	1	\$0.00	\$0.00
>Activation Fee	1	\$29.99	\$29.99
>Premium Unlimited Plan	1	\$24.99	\$24.99
>Premium Unlimited Plan	1	(\$24.99)	(\$24.99)
>Regulatory Recovery Fee	1	\$0.99	\$0.99
>Regulatory Recovery Fee	1	\$0.99	(\$0.99)
>Emergency 911 Cost Recovery	1	\$0.99	\$0.99
>Emergency 911 Cost Recovery	1	\$0.99	(\$0.99)

>

>	Sales Tax:	\$3.85
>	Sales Tax:	(\$3.85)
>	Federal Excise Tax:	\$0.81
>	Federal Excise Tax:	(\$0.81)
>	Shipping:	\$9.95
>	Total:	\$39.94

>

>\*\*\*\*\*

>Terms and Conditions

>By using this service, you agree to and are bound by Vonage Terms of  
>Service. To review these terms and conditions at any time please visit:

>[http://www.vonage.com/features\\_terms\\_service.php?lid=footer\\_terms](http://www.vonage.com/features_terms_service.php?lid=footer_terms)

>

>Voicemail

>For information on how to set up and manage your voicemail box please visit  
>related online help articles located at:

><http://www.vonage.com/help.php?article=233&category=7&nav=2>

>

>Web Account

>Did you know that you can login to your web account to access and modify  
>your account information, view activity and billing information, and more?  
>The login to your web account is located at:

><https://secure.vonage.com/vonage-web/>.

>

>Help

>To view articles from our knowledge base please visit our online help  
>center located at: [http://www.vonage.com/help.php?lid=nav\\_help](http://www.vonage.com/help.php?lid=nav_help).

>

>If you have any questions now or in the future Vonage Customer Care is  
>eager to assist you 24 hours a day, 7 days a week. Please visit our help  
>center at <http://www.vonage.com/help.php> or send us an email from our  
>Contact Us page at [http://www.vonage.com/help\\_contactUs.php](http://www.vonage.com/help_contactUs.php). You can also  
>call us Toll Free at: 1-VONAGE-HELP (1-866-243-4357)

>

>Sincerely,

>

>Vonage Customer Care

>